



**OFFICE OF THE CHIEF FINANCIAL OFFICER (OCFO)**  
**Position Vacancy Announcement**

SERVICING PERSONNEL OFFICE/UNIT: **OMA, Human Resources Division**

ANNOUNCEMENT NO: <b>05-AD-OTR-0003</b>	POSITION: <b>Contact / Customer Service Representative</b>
POSITION SERIES: <b>DS - 962</b>	POSITION GRADE: <b>DS – 7/1 – 9/10</b>
OPENING DATE: <b>November 29, 2004</b>	CLOSING DATE: <b>Open Until Filled</b>
IF "OPEN UNTIL FILLED," FIRST SCREENING DATE: <b>December 13, 2004</b>	SALARY RANGE: <b>\$30,192 – \$47,165</b>  TOUR OF DUTY: <b>8:30am -5:00pm</b>
WORKSITE: <b>941 North Capital Street, N.E.</b>	AREA OF CONSIDERATION: <b>Unlimited</b>
PROMOTION POTENTIAL: <b>DS-9</b>	NO. OF VACANCIES: <b>Six (6)</b>
AGENCY: <b>Office of Tax and Revenue (OTR)</b>	DURATION OF APPOINTMENT: <b>Permanent</b>

This position is in a collective bargaining unit.

**BRIEF DESCRIPTION OF DUTIES:** The incumbent is responsible for providing technical assistance to the taxpaying public pertaining to but not limited to tax preparation and other tax related issues. Provides face-to-face and call center assistance and information to the taxpaying public on all business, individual income, real property, recorder of deeds and other related tax issues. Answers basic business registration, income and real property inquiries via telephone, in person, or written correspondence. Researches, establishes and updates all business tax accounts via an on-line system. Reviews and adjusts business registration, real property and income tax accounts which merit corrections and/or refunds. Prepares Individual Income Tax Returns manually or via an online system. Reviews and processes requests for waivers of penalties and interest on select accounts. Provides assistance in support of the DCFO program and policy initiatives. Researches and prepares certified copy requests of tax returns. Receives and controls business and income undeliverable refund checks. Input and update existing database accurately. Performs other related duties as assigned.

**QUALIFICATIONS REQUIREMENTS:** One (1) year of specialized experience at the next lower level.

**SPECIALIZED EXPERIENCE:** Is experience that provides the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

**SUBMISSION OF RANKING FACTORS:** The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors **ON A SEPARATE SHEET OF PAPER. PLEASE SEND AS AN ATTACHMENT TO YOUR DC2000.** Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc. that include the degree to which you possess the job related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

1. Ability to meet and communicate effectively with the public via telephone or face-to-face contact and maintain professionalism in all situations.
2. Ability to research and interpret tax information/data from various sources.

3. Specific training and significant experience in oral and written communication to a variety of audiences.
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SUBSTITUTION OF EDUCATION FOR EXPERIENCE WILL BE ALLOWED AS DEFINED BY OPM'S, QUALIFICATIONS STANDARDS. HOWEVER, IN ORDER TO RECEIVE CREDIT, YOU MUST SUBMIT OFFICIAL PROOF OF EDUCATIONAL ATTAINMENT WITH YOUR APPLICATION. TIME-IN-GRADE REQUIREMENTS ARE APPLICABLE. APPLICANTS CLAIMING VETERAN'S PREFERENCE MUST SUBMIT OFFICIAL PROOF WITH THE APPLICATION.

DRUG-FREE WORKPLACE ACT OF 1988: "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NOT LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."

APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT THAT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE WILL BE RETURNED WITHOUT ACTION.

**WORKING CONDITIONS:** Office Environment

**PHYSICAL EFFORT:** Sedentary

ALL POSITIONS NOT IN THE COLLECTIVE BARGAINING UNIT SERVE AT THE PLEASURE OF THE CFO AND MAY BE TERMINATED AT WILL.

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**HOW TO APPLY:** ALL APPLICANTS, INCLUDING DEPARTMENTAL EMPLOYEES AND OTHER DC GOVERNMENT EMPLOYEES, MUST SUBMIT THE DISTRICT OF COLUMBIA APPLICATION, [DC 2000](#). **ALL APPLICATIONS, TRANSCRIPTS AND SUPPORTING DOCUMENTS MUST BE RECEIVED BY CLOSE OF BUSINESS (5:00PM) ON THE CLOSING DATE OF THIS ANNOUNCEMENT.**

"A NON-COMPETITIVE SELECTION OF A CANDIDATE ON THE AGENCY'S REEMPLOYMENT PRIORITY LIST OR THE DISPLACED EMPLOYEE'S PRIORITY LIST WILL RESULT IN CANCELLATION OF THIS ANNOUNCEMENT."

**WHERE TO APPLY:**

Portia Shorter  
OCFO – OMA – Human Resources  
941 North Capital Street, N.E., Suite 1200  
Washington, DC 20002  
(202) 442-6523

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**RESIDENCY PREFERENCE AMENDMENT ACT OF 1998:** An external applicant for a position in the OCFO who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant by completing the 'Residency Preference for Employment' form, [DC 2000RP](#), and submitting it with the employment application, [DC 2000](#). To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a claim form at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application. This preference is only granted upon initial appointment.

**NOTICE OF NON-DISCRIMINATION**

In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code section 2-1401.01 *et seq.*, (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities,

matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

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**SALARY REDUCTION OF REEMPLOYED ANNUITANTS:** An individual selected for employment in the District Government on or after January 1, 1980, who is receiving an annuity under District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.

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**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE OMA HUMAN RESOURCES**

OFFICE OF THE CHIEF FINANCIAL OFFICER

AN EQUAL OPPORTUNITY EMPLOYER